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ABSTRACT

Conflict is an everyday occurrence in young people's lives. To help them address conflict, ways to help young people learn and use alternative dispute resolution skills are presented in this manual. The program is organized around the following major themes: The Mediation Process, Cultural Diversity, Communication Skills, Feelings, Mediation Techniques, Dealing with Difficult Situations, and Being Your Own Mediator. The training is designed for six 3-hour sessions using two trainers. Complete guidelines for each session include a timeline for discussions, demonstrations, role plays and other exercises. Topics for sessions include: What is a Conflict Manager; Listening Skills; Understanding Other People's Point of View; Feelings; "I" Messages; Mediation Techniques; Dealing with Difficult Situations; Being Your Own Mediator; and Dealing with Difficult Conflict Manager Partners. Mediation techniques include: Help Disputants Define the Problem; Enforce the Rules; Balance the Power; Dig for Underlying Information; Stay on the Subject; Avoid Dirty Laundry; Teach Disputants to Use "I" Messages/Restating, What Will Happen If...; and Brainstorming. Appendices include a vocabulary list, materials on setting up a conflict manager program and supervising role plays, and handouts. (EMK)

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